

Exhibit A

TV Captioning Complaint Form

Name: _____

Mailing Address: _____

Email Address: _____

Phone Number: _____ check one - ☐ TTY ☐ Voice

Fax Number: _____

Preferred Method of contact: _____

When did you have this captioning problem? Month _____ Day _____ Year _____

Which TV program did you notice had the problem? _____

Program was on: TV Station _____ Cable Company and channel: _____ Satellite
provider _____

Program lasted from _____ p.m./a.m. to _____ p.m./a.m.

Captioning problem occurred around on _____ p.m./a.m. and ended around on _____ p.m./a.m.

What was the problem with captioning?

Did you attempt to contact someone to discuss the problem? Yes ___ No ___

Were you successful? Yes ___ No ___

If No, why not? _____

If Yes, Date of Contact: _____

Person contacted: _____

Were you given a Reference Number or a Tracking Number? Yes ___ No ___

Reference or Tracking Number (if applicable): _____

Name of TV Station/Cable Provider/Network: _____

What was the response?

Other Comments (if needed) _____

Exhibit B

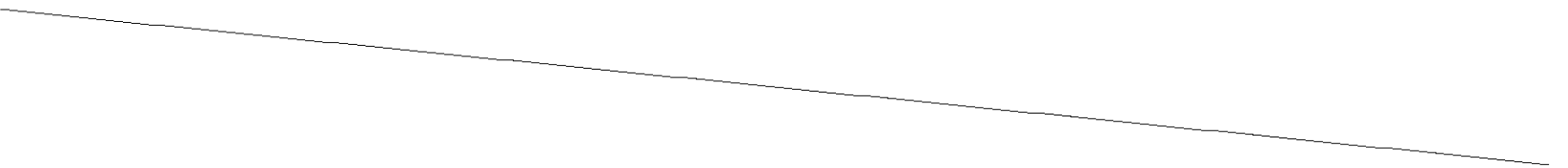


EXHIBIT B

Complaints

Exhibit B1

Gretchen Butkus (June 4, 2002)

Subj: List of TV Channels
Date: Tuesday, June 4, 2002 7:08:58 PM
From: GLButkus
To: NVRCheryl

Cheryl:

Hil! Am growling through an evening of no captions here for ABC. Have misplaced my list of numbers to call for getting help. Called my Time Warner Cable folk and they said it is the Network. The number I got with them was LD and gave me five minutes of alternatives to call and NO satisfaction. Can you send me another copy of the Network phone numbers, please. I guess when I get another copy I will frame it and hang it on the wall! Many thanks for sending on the Deaf Driver cards for the visor through Gay. Will be in touch. Hugs all round! g

Exhibit B2

Joan Cassidy (January 1, 2003)

Subj: **Still no captions on Hallmark Channel**
Date: **Wednesday, January 1, 2003 3:57:00 PM**
From: **JOANCASSDY**
To: **NVRCheryl**

Happy New Year Cheryl!

It's been a month now and still no captions restored to the Hallmark Channel. Can you put something out asking people in other areas if their cable company is broadcasting with captions and maybe get more people to call Hallmark about it?

Here's the history:

Early in December all captioning stopped on Hallmark (I love the old Perry Mason reruns). At first Adelphia Cable said they had no control over what Hallmark captioned - usual response. Then they told me that their (adelphia's) equipment was faulty and needed to be "recalibrated" to match the Hallmark signal. Then they called and said it was Hallmark's fault because they were changing the equipment that sent out the captions????????? They suggested I call H at 888-390-7474 and complain. I did this but only got a machine - they never returned my calls.

Up to this time Hallmark captioned about 50% of their shows so I find it hard to believe they suddenly stopped. I also find it hard to believe they are changing their equipment because they continue to broadcast all the usual shows - only thing missing is the captioning.

I suspect Adelphia is the problem but have nothing to back up my suspicions
gmmmmmmmm

hugs from Joan

Exhibit B3

Lisa Tempesta (May 20, 2002)

Subj: **Re: CBS Survivor was not captioned Sunday Night**
Date: **Monday, May 20, 2002 11:55:34 PM**
From: **Tempesta**
To:

Cheryl, I've complained in the past about "Sex in the City" and the "Sopranos" captioning working sporadically. I've missed whole seasons because of this. I went to Cox Cable and they told me its not their fault, to check with HBO. I went to HBO and they told me go to Cox. So I always get the round about. Neither know what they are talking about so I have so little patience left with these people because they waste my time. Anyway, I'd like to help anyway I can because I continue to have captioning problems with other channels as well. I think its really Cox. I've had my box changed about 4 times to rule that out. I've had the men come to service my cable. I know its got to be coming from their local office but they won't listen to me.

I've even asked for a reimbursement from Cox for no service but since they believe its not their fault that the captions don't work, they suggested I go to HBO. You know the rest.

Anyway, Thanks for your note. I'll write a letter to Cox and send you a copy.

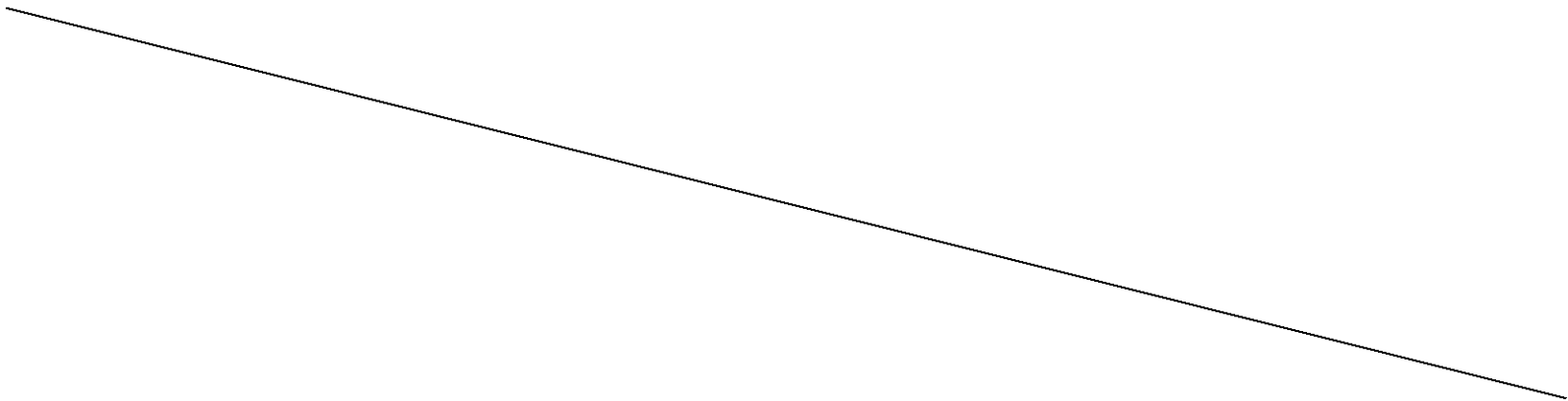


Exhibit B4

Diane Edge (December 20-27, 2002)

Subj: trouble with Pax ?
Date: Friday, December 20, 2002 22:15:57
From:
To:

Are your getting captioning on the Pax station in VA ? I am not and have sent a email to both my cable and Pax. I would just like them to check it out without having to do the FCC thing but... well, I will do that as well if they don't get their act together- let me know if you are getting captioning as it might be Comcast here messing up.

Hey also congrats on beating out the Wilder Commission.. That was an important win and one that we will have to keep an eye on for this side of the beltway as well.

Happy Holidays
Diane

Cable provider: FCC code
Comcast
Waldorf, MD 20602

Subj: **closed caption- Not**
Date: **Monday, December 23, 2002 11:23:39**
From:
To:
bcc:

COMCAST

Monday Dec 22,2002

Dear Ms. True,

I contacted Pax TV in Manassas via their customer service line and left a MD Relay message with them about the absent captioning for Pax TV, which comes to your station and then is rebroadcasted.

I also tried in vain to contact your customer service dept via MD Relay and the female voice on the other end had no clue as to what I was talking about.

She insisted that she would have to send out a service tech to look at my cable or tv set, despite the fact that I told her that my captioning on all other stations was fine. Then she left me on hold for 5 minutes in which she then began to tell me that she talked with a tech and was about to explain to me how to turn on my captioning for my tv. I had asked her simply to relay to the engineering dept that the signal feed was not being captioned.

I do know how to turn on my captions, my other channels are being captioned but the regular scheduled programs from Pax that were captioned and show that they are suppose to be captioned - are in fact not. There is no captioning coming through for Pax TV.

I would hope that some additional training could be taken on your customer service level so that in the future when a call comes in from a deaf consumer, these front line people would be knowledgeable about the subject matter. She had no clue as to what she was trying to say and really does not do your company any justice to have people that are not trained to handle out of the normal questions.

She could not "think outside the box" and her remarks were unsatisfactory for what I was simply trying to convey, which was to tell someone in engineering dept. that the captions for channel 41 Pax TV were not coming through. I finally gave up and just drove over to the office on Post Office RD, walked in and gave my concern on paper to the front service windows.

You are well aware that there is a sizeable Deaf community in Charles County and it is with a better outreach to those consumers, if we could get some needed attention when captions do not appear.

Training of staff would be a huge step, making sure the signals are coming through and a way to allow consumers to alert Comcast when they do not, 24/7
I believe that if we could achieve this level of access and service, it would be most appreciative by all of us. There must be a better way than having to bring this type of information to Comcast.

My concern is to iron out the problems in a pro-active manner, so that in the event of another emergency- we have a system in place before we need it.

Please relay my concerns to those who can follow this up, get ahold of Pax TV and see why there is no captioning signal coming through and then hopefully, you will be motivated to provide the

Southern MD Deaf community a way to bring to Comcast's attention future issues with captioning.

Thank you for reading this e-mail and I hope you will have a safe holiday season

Diane Edge
Advocacy Support League

Subj: **Monday evening still no captions**
Date: **Tuesday, December 24, 2002 8:51:27**
From:
To:
bcc:

Comcast - Waldorf, MD

Last night Monday Dec 22, 02 I again attempted to watch PAX TV - cable #41 to sit back and enjoy the programs. Sue Thomas FBeye which stars a deaf actress and is a captioned show - a repeat from this past Sunday.. again- no captions are coming through ...
This is now well over a week of non captioning that I know of from Comcast -via Pax TV - last Sunday Dec 15 to Tues Dec 24 - programs that appear with captions are not coming through captioned.

I have called your offices, I have appeared in person, I have sent fax and email and no one is doing anything to fix the problem.

The signal is either not getting to Comcast or Comcast is not re-broadcasting it. As a consumer this is very irritating and I am really unsure why this continues to happen.
You must know by now that Pax TV - chan 41 on the Charles County, MD programming has not had any captions on programs that always in past appeared with captions. especially the deaf show Sue Thomas.

Again, you have been asked to call PAX and see what is up or if you are having the problem - then we ask you to adjust that signal feed or whatever is needed.

I would like this fixed and I would also like to see an adjustment on my cable bill because I am not getting the full benefit of what we pay for, More than a weeks worth of shows that I normally enjoy have been without captions and so - I can't enjoy them.

I feel that a refund on my comcast bill is needed - since I did not have full access.

Since Dec 15, 2002= Dec 23, 2002 PAX TV chan 41 in Chas CO has not shown programs with captions coming through. My other stations that show captions do appear to be working normally.. so it is only Pax TV that is a problem right now.

I have appeared in person .. called - faxed, and emailed Comcast. No response except to send out a tech and have my set looked at- which is totally off the wall.

Holiday is here and I am sure it will only get worse ... PAX TV is suppose to be feel good tv and I don't feel good about paying for something that I don't get....

Diane Edge

Waldorf, MD 20602

Subj: **PAX shud be fixed...**
Date: **Friday, December 27, 2002 2:08:17 PM**
From:
To:

cc:

From:
Subject:RE: closed captioning
Dear Ms. Edge,

Your closed caption should now be working. Thank you very much for bringing this to my attention. If you have any further problems please feel free to e-mail me directly.

David Linnemeyer
Chief Engineer- WPXW PAX-66 Fairfax Sta. VA
WWPX PAX-60 Martinsburg WV

office:
mob:
page:

SO I ASKED HIM WAS IT COMCAST OR PAX>> WHAT HAPPENED ??
HIS REPLY:

From:
Subject:RE: re[2]: closed captioning

No, I have to admit it was a problem at this station. About the time that the problem occurred we had lost commercial power. This apparently caused a programming error in one of our satellite receivers not allowing it to pass the closed captioning. Thank you again for bringing this to my attention.

David Linnemeyer

12/27/02

Page 1

Chief Engineer- WPXW PAX-66 Fairfax Sta. VA
WWPX PAX-60 Martinsburg WV

office:
mob:
page:

12/27/02

Page 2

Subj: Captions not appearing on CC depicted shows..master control operator
Date: Thursday, December 26, 2002 10:21:57
From:
To:
cc:
bcc:

PAX TV - master control operator

I have called your tv station, have contacted my local comcast station in waldorf.md and I tried email as well.

since Dec 15th - that I am aware of, pax tv has not shown the accompanying captions to the shows that are indeed captioned and depicted by the CC mark.

The captions are not coming through. This is not feel good tv. This is almost impossible to bring to anyone's attention and I am looking 11 days without benefit of captions- which means I have not been able to enjoy Pax tv.

Since I am dependent on captions this 11 days means that every captioned show that Pax tv has broadcasted, the closed captions did not follow.

If this was a audio signal that was transmitting sound and was missing for more than 24 minutes- I suspect there would be an uproar... But deaf have a hard time getting your attention through that automated voice system and sending emails seems to be unread... So why bother ?

Ironically the deaf show Sue Thomas FBEye is not even captioned and I am not a skilled lipreader...

Something is wrong with the signals or comcast in waldorf is screwing up but they claim they are not.

Can someone = please do something to turn on the captions and correct this problem ?

Diane Edge
Waldorf,MD

----- Headers -----

Return-Path:
Received: from
(v80.10) with ESMTP id

: Thu, 26 Dec 2002 10:21:57 -0500

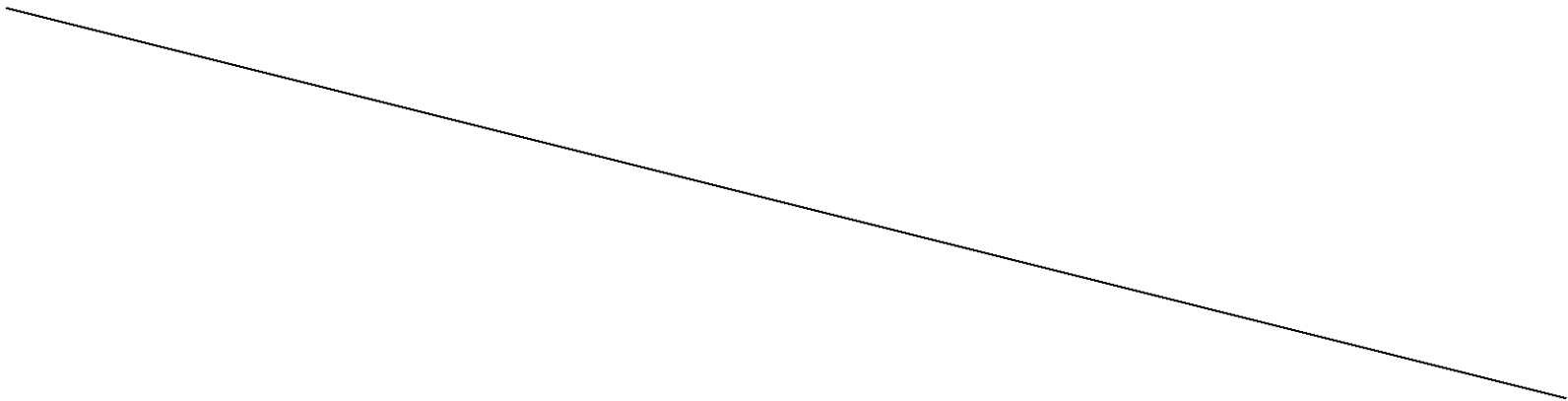


Exhibit B5

Jan Boldt (July 20, 2000)

Subj: **Re: NVRC Thurs News - WITH VERY IMPORTANT ACTION
ALERT**
Date: Thursday, July 20, 2000 8:57:50 AM
From:
To: .

Cheryl,

You might want to ask the FCC why they don't monitor some of our programs to make sure captioning ends at the end of programs, and to see if the captions run with the voices, not before or after....for the past month, for almost all the programs I watch at night, including Channel 4's 5:00 and 6:00 news, captions have ended anywhere from 5 to 10 minutes before the end of the program, depriving viewers of a show's ending. Channel 3, formerly 50, last Sunday on "Relic Hunter," had their captions running a sentence or two behind the actors' voices. "Little" things like this, not to mention programs advertised as being captioned but turn out not to be (movies, for example), make the whole idea of having captions worthless if they don't provide **EQUAL ACCESS!!!**

Jan Boldt, Falls Church